

IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

**Please CANCEL claims 11 and 22, AMEND claims 3, 10, 18 and ADD new claim 23
in accordance with the following:**

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1. (ORIGINAL) A multimedia contact center, comprising:

a communication receiving unit receiving multimedia communication data at a contact center;

a rules-based recording unit storing the received multimedia communication data;
an evaluation unit analyzing the stored multimedia communication; and
a rules editor changing the recording rules based on the analysis by the evaluation unit.

2. (ORIGINAL) A method for monitoring contact center activity, comprising:

recording data associated with one or more communications with the contact center,
wherein the recording is based on a first set of one or more pre-determined recording rules;
evaluating environmental data associated with the contact center against predetermined data; and

automatically changing the first set of recording rules based on the evaluation.

3. (CURRENTLY AMENDED) A quality monitoring interface accessing contact center information, comprising:

a recording device recording multimedia data associated with a contact center communication;

a database storing the recorded multimedia data;

an analyzer evaluating the recorded multimedia data to determine whether handling of contact center communication is above or below standards; and

one or more display devices displaying one or more messages indicating whether the handling of the contact center communication is above or below the standards, wherein the analyzer determines the one or more messages to be displayed.

4. (ORIGINAL) The quality monitoring interface according to claim 3, wherein the recording device records multimedia data comprising two or more of: video data of an exchange between a customer and a contact center agent; electronic mail data related to the communication; and facsimile data related to the communication.

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5. (ORIGINAL) The quality monitoring interface according to claim 3, wherein the recording device records multimedia data comprising two or more of: audio data of a conversation between a customer and a contact center agent; video data of an exchange between a customer and a contact center agent; web contact data regarding access to the contact center by a customer; video data of an agent, graphical user interface screen data used by an agent; electronic mail data related to the communication; facsimile data related to the communication; and key pad response data from a party initiating the communication.

6. (ORIGINAL) The quality monitoring interface according to claim 3, wherein the analyzer, while evaluating the recorded multimedia data, compares the recorded multimedia data against predetermined contact center standards.

7. (ORIGINAL) The quality monitoring interface according to claim 3, wherein the analyzer, while evaluating the recorded multimedia data, compares the recorded multimedia data against environmental data associated with the operation of the contact center.

8. (ORIGINAL) The quality monitoring interface according to claim 3, wherein the display displays the results of the analyzer on one or more of: a workstation of an agent, a workstation of a supervisor, and a display device viewable within the contact center.

9. (ORIGINAL) The quality monitoring interface according to claim 3, wherein the one or more display devices displays information including one or more of: present queue states; historical queue states; and agents whose performance has either exceeded or failed to meet contact center performance standards.

10. (CURRENTLY AMENDED) A quality monitoring interface accessing contact center information, comprising:

an environmental recording device recording environmental data associated with the operation of a contact center;

an agent data recording device recording information regarding the activity of a contact center agent within the contact center;

an analyzer comparing the recorded agent data against contact center performance standards; and

a display device presenting agent performance as analyzed against the performance standards;
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wherein the analyzer adjusts the stored contact center performance standards based on the recorded environmental data prior to comparing the recorded agent data against the stored contact center performance standards.

11. (CANCELLED)

12. (ORIGINAL) A method for processing contact center information, comprising:
recording data associated with one or more communications with a contact center,
wherein the recording of data is controlled by a first set of recording rules;

analyzing the recorded data and environmental data associated with the contact center against a predetermined set of standards established for the contact center; and
dynamically changing the first set of recording rules as a result of the analysis.

13. (ORIGINAL) A method for rules-based recording of information at a communications contact center, comprising:

recording environmental data associated with the operation of a contact center based on an active set of recording rules;

storing the recorded environmental data in a historical database;
periodically analyzing the stored environmental data to determine historical queue states;
comparing the recorded environmental data against the historical queue states; and
implementing a new set of active recording rules upon detecting a change in the queue state based on the comparison.

14. (ORIGINAL) A method for changing rules for the recording of communications data at a contact center, comprising:

determining at least one environmental factor of a contact center; and
automatically changing the recording rules upon detection of the determined environmental factor.

15. (ORIGINAL) The method for changing rules according to claim 14, wherein determining at least one environmental factor comprises determining one or more incoming queue lengths.

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16. (ORIGINAL) A computer readable medium encoded with software to change the rules for recording communications data at a contact center by determining at least one environmental factor of a contact center and automatically changing the recording rules upon detection of the determined environmental factor.

17. (ORIGINAL) A recording rules changing apparatus for the recording of communications data at a contact center, comprising:

a decision unit determining at least one environmental factor of a contact center; and a rules changer automatically changing the recording rules upon detection of the determined environmental factor.

18. (CURRENTLY AMENDED) A method for displaying contact center information, comprising:

recording data associated with one or more communications with a contact center, wherein the recording is based on one or more recording rules;

comparing the recorded data against predetermined contact center parameters to determine whether handling of the one or more communications is above or below standards corresponding to the predetermined contact center parameters;

displaying messages to contact center personnel, reporting contact center activity as compared against the parameters to indicate whether the handling of the one or more communications is above or below the standards; and

storing said displayed messages.

19. (ORIGINAL) The method for displaying contact center information according to claim 18, further comprising recording environmental data associated with the operation of the contact center.

20. (ORIGINAL) The method for displaying contact center information according to claim 19, wherein displaying messages to contact center personnel comprises displaying contact

center environmental data to at least one contact center supervisor.

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21. (ORIGINAL) A computer readable medium encoded with software to record data associated with one or more communications with a contact center, wherein the recording is based on an active set of one or more pre-determined recording rules; to record environmental data associated with the contact center; to evaluate the recorded environmental data against predetermined standards established for the contact center; and to automatically change the active set of recording rules based on the evaluation.

22. (CANCELLED)

23. (NEW) A quality monitoring interface accessing contact center information,
comprising:

a recording device recording multimedia data associated with a contact center
communication;
a database storing the recorded multimedia data;
an analyzer evaluating the recorded multimedia data; and
one or more display devices displaying one or more messages, wherein the analyzer
determines the one or more messages to be displayed,
wherein the recording device records multimedia data comprising two or more of: video
data of an exchange between a customer and a contact center agent; electronic mail data
related to the communication; and facsimile data related to the communication.